Information Systems Technician

Service-wide

Training and Experience Evaluation

The California civil service selection system is merit-based and eligibility for appointment is established through a formal examination process. The service-wide Information Systems Technician (IST) examination consists of a Training and Experience Evaluation used to evaluate your education, training, and experience.

This Training and Experience Evaluation is a scored component accounting for 100% of your rating in this examination. It is important to complete the questionnaire carefully and accurately. Your responses are subject to verification before appointment to a position.

Section 1: Tasks

Instructions:
Using the rating scale(s) provided below, you will rate your experience performing specific job-related tasks.

Respond to each of the following statements by indicating how the statement applies to you. You are required to respond to every statement by marking one option from the scale(s) provided.

In responding to each statement, you may refer to your FORMAL EDUCATION, FORMAL TRAINING COURSES, and/or WORK EXPERIENCE whether paid or volunteer.

ITEM #	**Experience/Education** ▪ I have consulted or trained others in the performance of this task ▪ I have performed this task numerous times in a professional or academic setting ▪ I have performed this task at least once in either an academic or professional setting ▪ I have learned about this task through formal education or training ▪ I have no education or training relating to this task, but am willing to learn	EXPERIENCE
1.	Setting up job streams and batch processes to produce files, reports, and information using database software.	
2.	Maintaining and organizing file or program documentation using word processing and spreadsheet applications to inventory and track Information Technology (IT) processes.	
3.	Identifying and resolving technical software application and/or system problems.	
4.	Addressing system hardware operating or networking difficulties in response to personal computer (PC) user complaints/issues by documenting specific problems, providing guidance, or escalating.	
5.	Tracking system performance using monitoring and scheduling software to ensure system operability.	
6.	Evaluating problems and defining solutions for computer systems to maintain functionality and availability.	
7.	Implementing process changes to production applications and systems.	
8.	Reviewing and testing new or existing applications to determine functionality.	
9.	Assisting in the implementation of information system upgrades using automated tools to update the security and functionality of the Information Technology (IT) environment.	

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10.	Transferring files and data to new equipment and/or computers using servers and peripheral backup tools to assist in replacing equipment or maintaining data integrity.	
11.	Arranging and coordinating the maintenance, repair, and replacement of computers and peripheral equipment for staff.	
12.	Recovering data lost due to application and/or system failure using system tools.	
13.	Performing backup and recovery procedures in the event of disaster.	
14.	Reviewing documentation to understand the scope of Information Technology (IT) systems.	
15.	Providing help desk support, documenting, and following up on support requests using call logging tools.	
16.	Providing technical advice and general troubleshooting on computer systems using diagnostic software.	
17.	Communicating with end-users, staff, and management on project issues and statuses.	
18.	Improving computer system efficiency using standard office software tools and other applications.	

Section 2: Knowledge, Skills, and Abilities

Instructions:
Using the rating scale(s) provided below, you will rate your experience in accordance to specific job-related knowledge and abilities.

Respond to each of the following statements by indicating how the statement applies to you. You are required to respond to every statement by marking one option from the scale(s) provided.

In responding to each statement, you may refer to your FORMAL EDUCATION, FORMAL TRAINING COURSES, and/or WORK EXPERIENCE whether paid or volunteer.

ITEM #	Experience/Education ■ I have consulted or trained others in the application of this knowledge or ability ■ I have applied this knowledge or ability numerous times in a professional or academic setting ■ I have applied this knowledge or ability at least once in either an academic or professional setting ■ I have learned about this knowledge or ability through formal education or training ■ I have no education or training relating to this knowledge or ability, but am willing to learn	EXPERIENCE
19.	General knowledge of Microsoft Office applications.	
20.	General knowledge of computer operating systems to open files, create folders, copy, transfer, and backup data.	
21.	General knowledge in how to correctly connect and operate computers and peripherals (i.e., keyboard, mouse, etc.).	
22.	General knowledge of hardware components to assemble or disassemble the necessary computer components.	
23.	Knowledge of Information Technology (IT) concepts, practices, methods, and principles to install, maintain, secure, and support hardware and software.	
24.	Knowledge of security analysis and design to ensure the security of data and hardware.	
25.	Knowledge of data access methods.	
26.	Ability to diagnose problems using system tools.	
27.	Ability to comply with internet/intranet standards in the development of Information Technology (IT) solutions.	
28.	Knowledge of basic backup and recovery techniques to protect and maintain data integrity.	
29.	Knowledge of operating systems, applications, networking components and their relationships to maintain functionality.	
30.	Knowledge of personal computer troubleshooting techniques in order to assess and resolve problems.	

31.	Knowledge of basic system troubleshooting techniques in order to assess and resolve problems.	
32.	Knowledge of File Transfer Protocol (FTP) to manage, transfer, and backup data.	
33.	Knowledge of the principles of networking technologies in order to assess system functionality.	
34.	Knowledge of information security principles and practices.	
35.	Ability to troubleshoot and identify system problems to help in problem resolution.	
36.	Ability to disconnect and reconnect computers to ensure environment functionality and efficiency.	
37.	Ability to uninstall and install equipment by moving files, installing software, and connecting peripherals.	
38.	Ability to prepare reports to communicate information and meet operational requirements.	
39.	Ability to retrieve, compile, and report data according to established procedures to support business functions.	
40.	Ability to coordinate with customers, management, and staff on project issues and status.	
41.	Ability to identify, monitor and resolve problems with Information Technology (IT) systems hardware and software.	